

# Design Process

UX works in the same two week sprints as the developers. UX work is started one or more sprints ahead, with enough time to validate designs through user research and direct critiques the development and business team.

Design is done to the level of detail necessary for these purposes, and that can vary depending on the feature. It may be a detailed, working prototype, or it may be a simple workflow diagram of the user's experience. Remaining flexible is the key. In order to do that for KARMA, UX design employed:

- Collaborative white-boarding
- Workflow diagrams
- Wireframes
- Non-interactive mockups
- Developed software

Most commonly used design tool:

- Sketch

## The Design Evolution

Once we understood what we needed to design and why, it was time to propose the desired workflow and feature set for KARMA. The goal was to keep the **workflow** as simple as possible. Primary tasks include viewing, creating and editing knowledge articles. KARMA would handle complexities of organizing and taxonomy behind the scenes, so the user experience would be simple and clean.

[INSERT WORKFLOW DIAGRAM]

Based on the **research**, the focus of the initial designs was to create a space for users to customize their view through a selection of various controls. Conceptually, the round 1 **wireframe** design presented the user with a way to see a list of all articles along with an overview of the knowledge areas, including name and numbers of items included. Also included in this concept is the ability to filter and sort the list presented to the user.

New Articles

7

articles modified today

Popular Articles

[Lorem ipsum dolor sit amet.](#)  
[Lorem ipsum dolor sit amet.](#)  
[Lorem ipsum dolor sit amet.](#)

Popular Tags

Tag 1 ✕ Tag 2 ✕ Tag 3 ✕  
Tag 4 ✕ Tag 5 ✕

Knowledge Areas

Area Name

13

articles

Area Name

6

articles

Area Name

20

articles

Area Name

45

articles

Area Name

1

articles

Articles

- ☒ All Articles (802)
- ☒ My Articles (34)
- ☒ Followed (5)

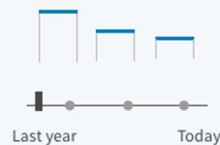
Topics

- ☐ Security
- ☐ Data Management
- ☐ Agile

File Type

- ☐ MS Word
- ☐ Excel
- ☐ PDF

Activity



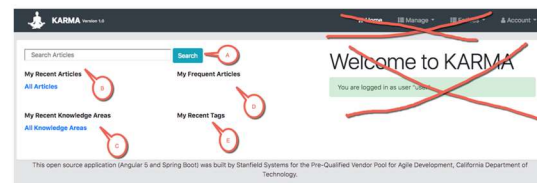
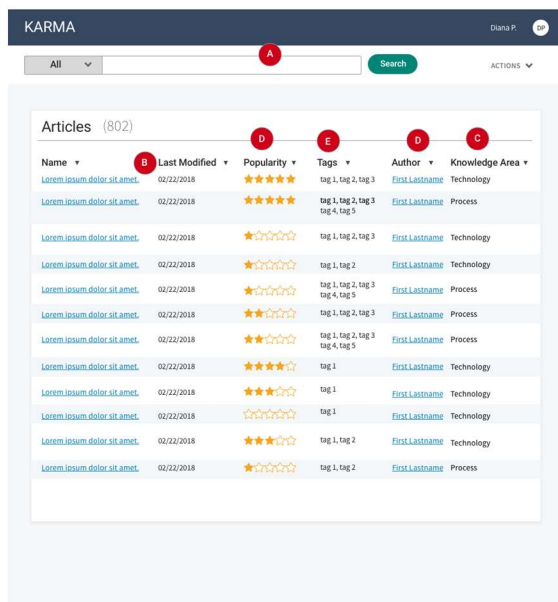
Articles (802)

ACTIONS ▾

Name ▾	Last Modified ▾	Author ▾	Type ▾
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a> ★	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a>	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a>	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a> ★	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a> ★	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a>	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a>	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a> ★	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a>	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a>	.DOCX
<a href="#">Lorem ipsum dolor sit amet.</a>	02/22/2018	<a href="#">First Lastname</a>	.DOCX

During **collaborative design sessions**, this design was simplified to better support the **MVP** of the product and ensure the initial release could be completed within the schedule. However, many of the desired features would be implemented in future sprints.

The next design iteration focused on aligning the UI to early functionality on the backend. The process included rapid software development with less focus on layout. This gave UX/Design the time needed to create the next set of mockups which also included **annotated wireframes** that were used as a collaboration platform to get to the next iterations.



Default state of list is to show "All" articles in name alpha order. User can use sort columns to customize view.

Should be able to remove "Home", "Manage", and "Entities" from global header and use "Actions" and "Account" for those tasks.

No need for a welcome, user's identity is captured in the upper right corner of the banner - designated for all "account" activities.

A. Global search defaults to "All" but could be refined to categories such as "Articles" and "Areas" - like Amazon. If this is impossible in the time frame, use the existing implemented Search feature.



B. My recent articles: resolved by sorting by "Last Modified"

C. My recent knowledge areas: resolved by "Knowledge Area" column

D. My Frequent Articles could be based on time stamp, thus sorting would show most frequent first. Articles could be rated, thus user could also sort by popularity

E. My Recent Tags is resolved by using a Tags column which includes all tags applied to an article which is sortable.

#### PROS

- Customizable interface based on sorting columns
- Gets the user to "the work" quicker than having to select something from a landing page
- Encourages rating and tagging since it's displayed immediately
- Allows user to complete high level, global tasks (via the "Actions" dropdown) such as creating a new article at any place in the workflow. Should be able to replace the "Manage" item in the global header

The design tool Sketch was used to capture the developed software, then mark-up recommendations.

The third round of mockups provided more detailed guidance for developers including style specifications as KARMA's dashboard began to take shape. The image below captures the dashboard as developers began applying layout and styling.



Search

#### My Recent Articles

[Technical Architecture](#)

[Continuous Integration and Delivery Using AWS](#)

[Angular Advantages](#)

#### All Articles

#### Popular Articles

[Continuous Integration and Delivery Using AWS](#)

[Construction Phase](#)

[Inception Phase](#)

[Sprint Planning](#)

[Technical Architecture](#)

#### My Recent Knowledge Areas

[All Knowledge Areas](#)

#### My Recent Tags

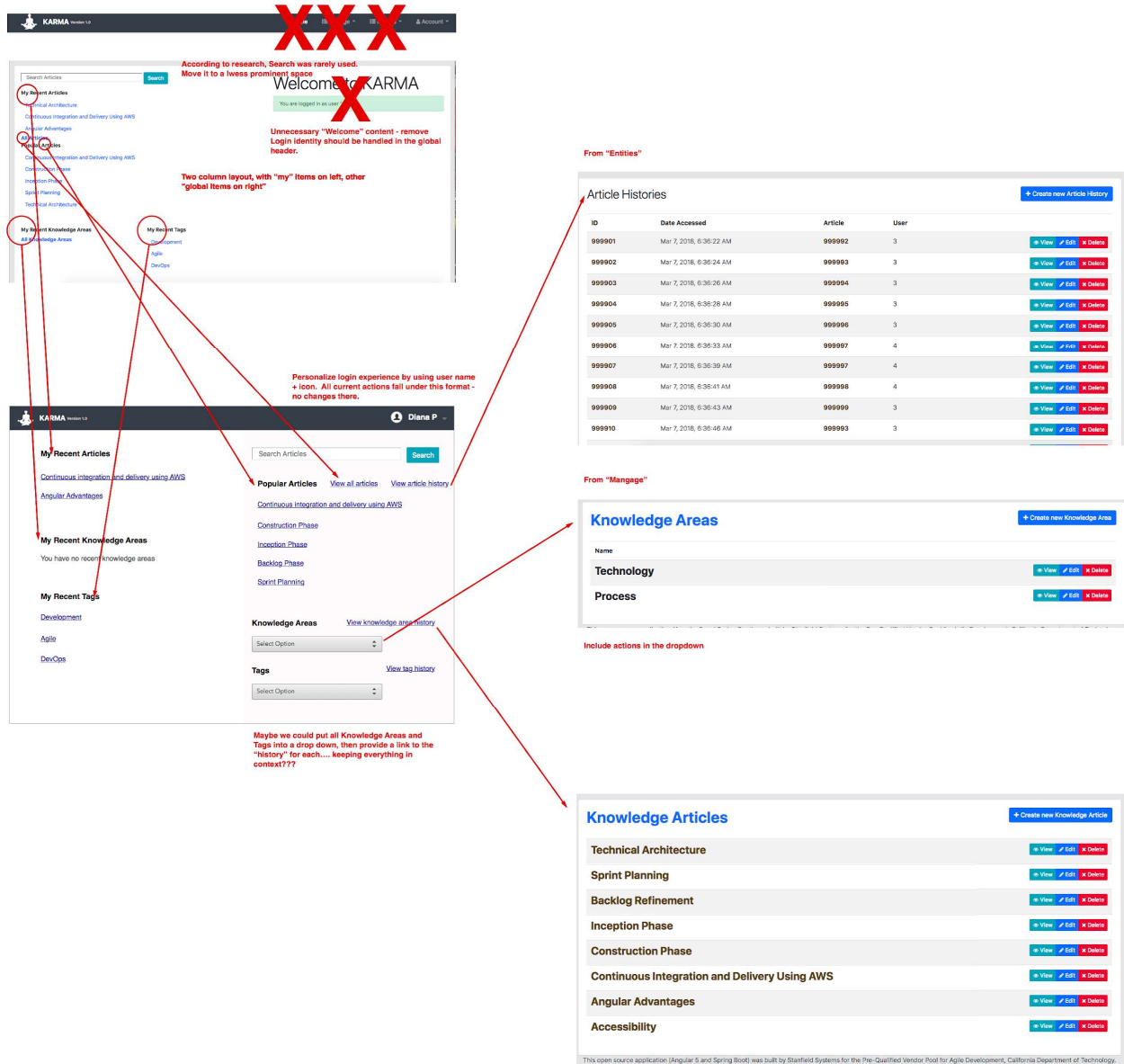
[Development](#)

[Agile](#)

[DevOps](#)

# Welcome to KARMA

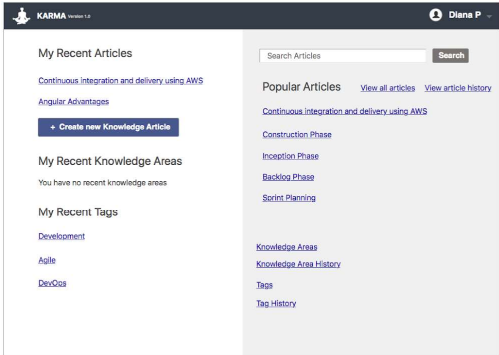
You are logged in as user "user".



UX/Design continued to collaborate with developers to refine the interface and provide guidance and background so that all of the initial research and goals were reflected in the system.

OPTION 2: below the list of recent articles, is a natural place to put this button.

Also consider (depending upon the user's permissions) you could also add buttons under KAs and Tags to let users create from the home page.



Button styles

Default

**Primary button**  
background #485b9c  
text #FFFFFF  
border thickness 1px #9b9b9b

**Secondary button**  
background #008080  
text #FFFFFF  
border thickness 1px #9b9b9b

**Tertiary button**  
background #FFFFFF  
text #4a4a4a  
border thickness 1px #9b9b9b

Hover

**Primary button**  
background #273068  
text #FFFFFF  
border thickness 2px #9b9b9b

**Secondary button**  
background #4a4a4a  
text #FFFFFF  
border thickness 2px #c2c2c3

**Tertiary button**  
background #f4f2f2  
text #4a4a4a  
border thickness 1px #9b9b9b

Down

**Primary button**  
background #1d2846  
text #FFFFFF  
border thickness 2px #9b9b9b

**Secondary button**  
background #363636  
text #FFFFFF  
border thickness 2px #c2c2c3

**Tertiary button**  
background #d8d7d9  
text #4a4a4a  
border thickness 1px #9b9b9b

Heading styles

H1  
Open Sans Bold 24px  
#4a4a4a

H2  
Open Sans Semibold 18px  
#000000

body  
Open sans regular 16 px  
#000000

link  
Open sans regular + underline 16 px  
#1f3543



Example screen with primary button and heading style applied

Article Histories				Create new Knowledge Article
ID	Date Accessed	Article	User	
999901	Mar 7, 2018, 6:36:22 AM	999992	3	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999902	Mar 7, 2018, 6:36:24 AM	999993	3	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999903	Mar 7, 2018, 6:36:26 AM	999994	3	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999904	Mar 7, 2018, 6:36:28 AM	999995	3	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999905	Mar 7, 2018, 6:36:30 AM	999996	3	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999906	Mar 7, 2018, 6:36:33 AM	999997	4	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999907	Mar 7, 2018, 6:36:39 AM	999997	4	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999908	Mar 7, 2018, 6:36:41 AM	999998	4	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999909	Mar 7, 2018, 6:36:43 AM	999999	3	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
999910	Mar 7, 2018, 6:36:46 AM	999993	3	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>